



City of Tempe

EDUCATION, CAREER AND FAMILY SERVICES MANAGER

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	632	<i>Department / Office:</i>	Education, Career and Family Services
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Museum Manager
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

REPORTING RELATIONSHIPS

Receives supervision from the Education, Career and Family Services Director or designee.

Exercises direct supervision over supervisory, professional, technical, clerical, administrative, and part-time staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Four (4) years of experience in the implementation and coordination of social services and activities, community education programs, community programs and activities, early childhood education, including two (2) years of supervisory experience.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major coursework in social work, education, human services, sociology, public administration, or a degree related to the core functions of this position. Master's degree is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> ● Possession of a valid driver's license. <p><u>When assigned to Kid Zone Program:</u></p> <ul style="list-style-type: none"> ● Ability to obtain a State of Arizona Child Care Site Director license, as needed. ● Possession of First Aid and CPR certifications. ● Possession of or required to obtain within thirty (30) days of hire, a Level 1 Fingerprint Clearance card issued by the Arizona Department of Public Safety.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To oversee the coordination and implementation of initiatives, programs and services that impact the City's Office of Education, Career and Family Services continuum. To coordinate the execution of City Council strategic goals. To plan, organize, and manage the operations of an Education, Career and Family Services section and the related resources, staff, and external stakeholder relationships.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Participate in the selection and supervision of staff including: hiring, coordinate training, correct deficiencies, and implement disciplinary action as necessary; accomplish objectives through innovative management techniques, promoting teamwork and continuous improvement.
- Develop and administer all human resources functions for part-time staff hiring process including fingerprinting, City paperwork and orientation, drug testing and background checks.
- Develop and administer programs designed to meet the needs of children, youth, families, adults and school district staff throughout the community.
- Assist in City education services and program development activities; work with staff in conjunction with educational organizations to plan and implement new projects and programs.
- Develop, implement, and evaluate assigned section operations and services for performance, effectiveness and efficiency; recommend and implement operational improvements; Plan for growth and future program needs; plan, implement, and promote special events and activities for the assigned section as appropriate.
- Recommend and assist in the implementation of department strategic planning and assigned section goals/objectives; actively support achievement of City Council strategic priorities for the Office of Education, Career and Family Services; recommend and implement policies and operating procedures to support/sustain these efforts.
- Consult with school and agency officials, Department of Health Services (DHS), National Afterschool Association (NAA), Arizona Center for Afterschool Excellence (AzCase) and Department of Economic Services (DES), to ensure compliance and to enhance programming and accreditation.
- Research, prepare and present comprehensive reports and recommendations to City Council, senior management, commissions, boards, residents, and external stakeholders.
- Advise Mayor and Council, City Manager and senior management on education issues; serve as staff person assigned to attend education activities / events / meetings; school governing board meetings; and other education committees as needed.

- Convene regular meetings with community stakeholders and/or City Councilmembers to communicate initiatives and to work with aligning objectives with City departments; facilitate communication and positive working relationships.
- Serve as a technical resource and point of contact between the City and educational organizations and collaborate with educational partners to serve as education community consultants to City departments.
- Research policy issues on specific education issues, or concerns and arrange meetings between education representatives, City staff and / or elected officials when necessary.
- Respond to and resolve difficult and sensitive inquiries, complaints and requests for services from the City Council, senior management, residents, and external stake holders.
- Ensure program compliance with all relevant laws, regulations, ordinances, intergovernmental agreements, contracts, and grants; maintain awareness of new legal requirements, regulations and policy developments that may impact services to incorporate into programing as appropriate; consult with city attorneys on program issues.
- Maintain contracts and reports with DES for site services to individual families when applicable.
- Maintain DHS program licenses and comply with rules and regulations, reports and re-licensure responsibilities.
- Participate in the development of the department operating and/or Capital Improvement Program (CIP) budget; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies.
- Administer and monitor budget for assigned section and ensure proper budgetary controls.
- Research, apply for, and administer alternative funding sources and grants that will enhance the services and programs; monitor financials and submit reconciliation reports to funders as requested.
- Staff and support board and commission meetings as requested.
- Provide staff support to internal education workgroups or committees and coordinate City response on education issues with other departments, agencies and teams.
- Coordinate with other city departments as appropriate.
- Provide or coordinate staff training programs to meet DHS, DES, NAC and NAA requirements for employees.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability

Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<i>Effective July 2023</i>